
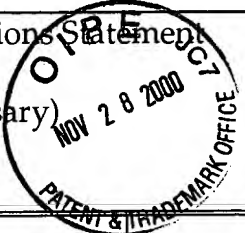


Form PTO-1449 (Modified)				Atty Docket No.:		Application No.:		
				004704.P004		09/635,506		
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Faber, et al.				
				Filing Date: August 9, 2000				
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SMD ↓			6,058,379	Odom, et al				
			6,035,021	Katz				
			6,026,148	Dworkin, et al.				
			6,014,644	Erickson				
			5,991,394	Dezonno, et al.				
			5,982,863	Smiley, et al.				
			5,940,471	Homayoun				
			5,924,082	Silverman, et al.				
			5,914,951	Bentley, et al.				
			5,907,677	Glenn, et al.				
		5,893,077	Griffin					
FOREIGN PATENT DOCUMENTS								
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		WO 98/13765	4/2/98	PCT	PCT Application			
		WO 98/02835	1/22/98	PCT	PCT Application			
		WO 97/05733	2/13/97	PCT	PCT Application			
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
SMD ↓		The Voice of Technology, Credit World, pp 20-23, Jul 1994						
		Telecommunications Buyers Guide and Directory, Editor & Publisher, pp 29TC-38TC, Feb 1994						
		Aspect Telecomm: Aspect Integrates the Web into the Call Center, M2 Presswire, Aug 1996						
		Information, Bid and Asked, Forbes, 20 Aug 1990, 92						
Examiner				Date Considered				
Susanna Diaz				2/15/03				
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.								


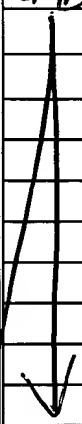

Form PTO-1449 (Modified)				Atty Docket No.: 004704.P004		Application No.: 09/635,506	
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			5,884,272	Walker, et al.			
			5,884,032	Bateman, et al.			
			5,870,744	Sprague			
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			5,862,223	Walker, et al.			
			5,850,433	Rondeau			
			5,835,896	Fisher, et al.			
			5,825,876	Peterson, Jr.			
			5,825,869	Brooks, et al.			
			5,819,285	Damico, et al.			

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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
SM	Attachmate Ready to Answer 'Net questions, Network World, 8 Apr 1996, 37
J	US Courts to Launch First Federal 900 Service, Federal Computer Week, 28 Sep 1992, 8
J	Company Devoted to Hot-Line Support, Computer Reseller News, 21 Oct 1991, 48
J	For Telesphere's Clients, Dial '1-900 TUF LUCK', Business Week, 9 Sep 1991, 88
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			5,812,769	Graber, et al.			
			5,809,119	Tonomura, et al.			
			5,794,221	Egendorf			
			5,778,367	Wesinger, Jr., et al.			
			5,768,521	Dedrick			
			5,745,681	Levine, et al.			
		5,740,231	Cohn, et al.				
		5,724,424	Gifford				
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		When Business Plan and real World Clash, Wall Street Journal, 9 June 1999, B1					
		Hidden Cost of Tech Support, PC World, May 1995, 143					
		NetBazaar: Networked Electronic Markets for Trading Computation and Information Services, ECDL 1998 - Research and Advanced Technology for Digital Libraries, 839					
		Multimedia Collaborative Remote Consultation Tools via Gigabit WAN in Teleradiology, IEEE 1994 Phoenix, 417					
Examiner <i>Susanna Diaz</i>				Date Considered <i>2/15/03</i>			
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Form PTO-1449 (Modified)				Atty Docket No.:		Application No.:	
List of Patents and Publications Statements (Use several sheets if necessary)				004704.P004		09/635,596	
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			5,718,247	Frankel			
			5,717,860	Graber, et al.			
			5,715,314	Payne, et al.			
			5,712,979	Graber, et al.			
			5,710,887	Chelliah, et al.			
			5,694,549	Carlin, et al.			
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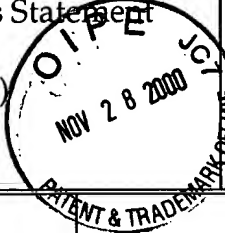
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
SMD	Multimedia Communication in a Medical Environment, IEEE 1991 Singapore I.C. on Networks, 166
J	A New Teleconsultation Terminal System Using ISDN, NTT Review, July 1991, 37
J	MiniPay: Charging Per Click on the Web, CNISDN, 1997 v29, 939
J	Caring for Customers: Real-time text chat and telephony provide personalized customer support and turn queries into sales leads, Internet World Media, September 1999

Examiner Susanna Diaz	Date Considered 2/15/03
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			5,590,197	Chen, et al.			
			5,555,298	Jonsson			
			5,539,735	Moskowitz			
			5,537,314	Kanter			
			5,359,508	Rossides			
			5,347,632	Filepp, et al.			
			5,325,424	Grube			
			5,319,542	King, Jr. et al.			
			5,148,474	Haralambopoulos, et al			
			5,058,152	Solomon, et al.			
			4,751,669	Sturgis, et al.			

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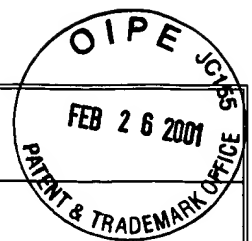
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
	Kiyoshi Kabeya, Akihiro Tomihisa and Sueharu Miyahara, "A New Teleconsultation Terminal System Using ISDN," NTT Review, Vol. 3, No. 4, July 1991, Pages 37-43.
↓	Masahiko Hase, Shuji Kawakubo and Mineo Shoman, "Advanced Videophone System Using Synchronized Video Filing Equipment," NTT Review, Vol. 3, No. 4 July 1991, Pages 29-36.
↓	Franco Mercalli and Roberto Negrini, "The ESSAI Teleshopping System: An Example of a Broadband Multimedia Application," Publication No. 0-7803-1820-X/94, IEEE, 1994, Pages 572-576.
↓	Abhaya Asthana and Paul Krzyzanowski, "A Small Domain Communications System for Personalized Shopping Assistance," Proceedings of ICPWC'94, Publication No. 0-7803-1996-6/94, IEEE, 1994, Pages 199-203.

Examiner <i>Susanna Diaz</i>	Date Considered <i>2/15/03</i>
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List of Patents and Publications Statement (Use several sheets if necessary)		Applicant: Scott Faber, et al.
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	AD	5,619,148	Sloane			
	AE	6,064,978	Gardener, et al			
	AF	6,026,400	Suzuki			
	AG	5,860,068	Cook			
	AH	5,497,502	Castille			
	AI	5,734,961	Castille			
	AJ	5,832,523	Kanai, et al.			
	AK	6,055,513	Katz, et al.			
	AL	5,999,609	Nishimura			
	AM	5,987,430	Van Horne, et al.			
	AN	5,974,141	Saito			
	AO	5,878,130	Andrews, et al.			
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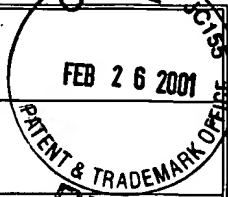
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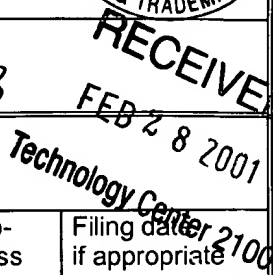
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
SMD ↓	AS	Michael Kanellos, "Do You Want To Know The Meaning of Life?", Computer Reseller News, March 3, 1997, Pages 72-74
	AT	"Applying Technology News", Accounting Technology, February/March 1997, Page 14
	AU	Ellen Greenblatt, "Have you ever wondered....", Datamation, October 1997, Page 126
	AV	"Information for sale: Commercial Digital Reference and AskA Services", Virtual Reference Desk, September 20, 1999, at www.vrd.org/AskA/commAskA.html
	AW	EXP.com Web Site at www.exp.com/
	AX	The Web Site at www.experts-exchange.com/
	AY	Electronic Emissary at www.tapr.org/emissary/
	AZ	The Web Site at www.allexperts.com/

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Form PTO-1449 (Modified)		Atty Docket No.: 004704.P002X		Serial No.: 09/522,322	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber, et al.	
				Filing Date: 3/9/2000	






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	AJ					
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FOREIGN PATENT DOCUMENTS							
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Examiner <div style="font-size: 1.5em; font-family: cursive;">Susanna D</div>	Date Considered <div style="font-size: 1.5em; font-family: cursive;">2/15/03</div>
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List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber, et al.			
				Filing Date: 8/9/2000			

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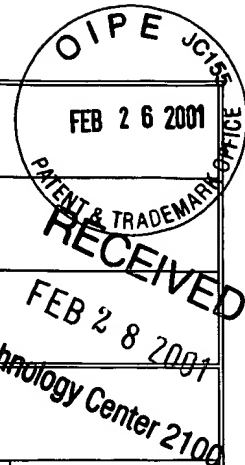
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	AC	4,723,283	Nagasawa, et al.			
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	AE	4,631,428	Grimes			
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FOREIGN PATENT DOCUMENTS							
No.	Document No.	Date	Country	Class	Sub-Class	Trans-lation	
SMD ↓	JP409233441A	9/5/97	Japan Application Sakai	1	1	1	
	WO 98/04061	1/29/98	World Walker, et al.				
	GB 2329046A	10/3/99	UK Patent Application Mitel Corporation				

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
SMD ↓	AO	"Walker Digital Issued Landmark U.S. Patent No. 5,862,223 for Global Internet Marketplace for Experts", Business Wire, January 26, 1999
	AP	Qcircuit Web Site (www.qcircuit.com)
	AQ	Infomarkets.com Web Site (www.infomarkets.com)
	AR	Intellect Exchange Web Site (www.intellectexchange.com)
	AS	Answers.com Web Page (www.answers.com)
	AT	Chris Ott, "Making Good on the Information Economy", Denver Business Journal, December 17, 1999, Page 27
	AV	Michael Rogers et al, "Experts abound at New Web Sites", Library Journal, March 1, 2000, Pages 22-24
	AY	"Surfbrains.com: Brains online save time & money", M2 Presswire, July 11, 2000
	AX	Cynthia Hodgson, "Online Expert Databases & Services", Econtent, December 1999, p. 48-53

Examiner <i>Susanna Diaz</i>	Date Considered <i>2/15/03</i>
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#3

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SMD ↓	AO	Information about Expertcity.com retrieved from the Internet [URL: http://www.expertcity.com] on November 6,2000
	AP	"Rent-An Expert On the Web", Information Week, Page 75, 9/99
	AQ	"Expertcity.com Launches Premier Online Marketplace for Expert Services", PR Newswire, 8/99
	AR	Information about keen.com retrieved form the Internet [URL: http://www.keen.com] , on October 24, 2000
	AS	John Healey, "From A-Z, "You Can Sell Advice Online", Mercury News [retrieved from http://wwwO.mercurycenter.com on October 24, 2001
	AT	Jeff Peline, "Net Firm to Connect Users by phone", CNET News.com, [retrieved from http://news.cnet.com on October 24, 2001
	AV	"Keen.Com Launches First Live Answer Community", Press release retrieved from http://www.keen.com on October 24, 2000
	AY	Joseph Menn, "An Expert? There's Now a Home for You on the Internet", Los Angeles Times [retrieved from http://www.denverpost.com on October 24, 2001
	AX	

Examiner	Swanna Diaz	Date Considered	2/15/03
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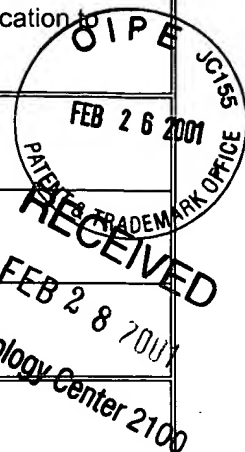
Atty Docket No.:
004704.P002X

Serial No.: 09/522,322

List of Patents and Publications Statement
(Use several sheets if necessary)

Applicant: Scott Faber, et al.

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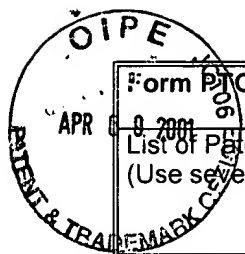
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REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS			
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Examiner <i>Susanna Diaz</i>	Date Considered <i>2/15/03</i>
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Form PTO-1449 (Modified)		Atty. Pocket No.: 004704.P004		Serial No.: 09/63,506	
List of References and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber	
				Filing Date: 8/9/00	

REFERENCE DESIGNATION

Examiner Initials	Document No.	Class	Sub-Class	Filing date if appropriate
SMD	AA	5,818,836	DuVal	
	AB			
	AC			
	AD			
	AE			
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U.S. PATENT DOCUMENTS #7

FOREIGN PATENT DOCUMENTS

No.	Document No.	Date	Country	Class	Sub-Class	Trans-lation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

AS	
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Examiner <i>Susanna Diaz</i>	Date Considered <i>2/15/03</i>
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Form PTO-1449 (Modified)

Atty Docket No.:
004704.P004

Serial No.: 09/635,506

List of Patents and Publications Statement
(Use several sheets if necessary)

Applicant: Scott Faber

Filing Date: 3/9/00

#8

REFERENCE DESIGNATION

U.S. PATENT DOCUMENTS

Examiner Initials		Document No.		Class	Sub- Class	Filing date if appropriate
SMD	AA	6,223,165	Lauffer			
SMD	AB	5818,836	DuVal			
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FOREIGN PATENT DOCUMENTS

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Examiner

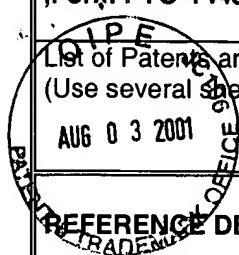
Susanna Diaz

Date Considered

2/15/03

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Form PTO-1449 (Modified)	Atty Docket No.: 004704.P004	Serial No.: 09/635,506
List of Patents and Publications Statement (Use several sheets if necessary)		Applicant: Scott Faber, et al.
AUG 03 2001		Filing Date: 08/09/00



REFERENCE DESIGNATION			U.S. PATENT DOCUMENTS #9 Technology Center 2100			
Examiner Initials		Document No.		Class	Sub-Class	Filing date if appropriate
SMD ↓	AA	4,577,065	Frey et al.			
	AB	5,361,295	Solomon et al.			
	AC	5,058,152	Solomon et al.			
	AD	4,847,890	Solomon et al.			
	AE	5,369,694	Bales, et al.			
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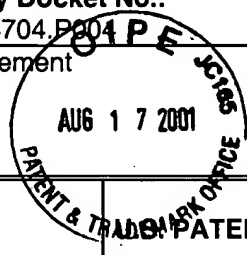
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No.		Document No.	Date	Country	Class	Sub-Class	Translation

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)		
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Examiner	Susanne Dicz	Date Considered	2/15/03
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Form PTO-1449 (Modified)		Atty Docket No.: 004704.P004		Serial No.: 09/635,506	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicant: Scott Faber	
				Filing Date: 8/9/00 #10	



REFERENCE DESIGNATION						
Examiner Initials	Document No.	Document No.	Title	Class	Sub-Class	Filing date if appropriate
<div style="font-size: 2em;">SUD</div> <div style="font-size: 4em;">↓</div>	AA	6,175,619	DeSimone			
	AB	5,768,348	Solomon, et al.			
	AC	6,011,794	Mordowitz, et al.			
	AD	5,608,786	Gordon			
	AE	6,192,050	Stovall			
	AF	6,188,673	Bauer, et al.			
	AG	6,130,933	Miloslavsky			
	AH	6,259,774	Miloslavsky, et al			
	AI	6,185,194	Musk, et al.			
	AJ	5,619,725	Gordon			
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Examiner <u>Susanna Diaz</u>	Date Considered <u>2/15/03</u>
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